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Progressive Training

PRACTICAL PHONE MANNERS

Training Fee: \$125.00 (plus tax) per person
One Day Training Session

Course Objectives

There are many positive and productive reasons to ensue masterful workplace phone manners. Skillful practices begin before answering the phone on one the first ring to escorting the caller until he/she is successfully handed-off to the right destination. The demonstrations in this session will provide practical and easy techniques so that the workplace is perceived as a customer-friendly environment even on the phone.



Agenda

- Before Answering
 - Impressions
 - Listen First
 - Hold or Escort
 - Messages
 - +1 at Once
 - Conclusion
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